

ABSTRACT

A task management and commitment management system installed enterprise wide in a matrix based organizational environment allows one-on-one interaction between an Originator and a Recipient in defining a task which is a part of a complex project. A graphically oriented software system incorporates the rules of interaction based on a task state machine diagram. The graphical interface uses Task Role and Task State to display appropriate buttons which may be activated to generate a task as an Originator, request a task of a Recipient, who may review the task, and accept it, decline it or modify it. After the task definition is accepted by the Originator and the Recipient, the Recipient completes the work required by the task and submits it to the Originator. The Originator reviews the submitted work and may accept it so that the Originator can close the task. If the Originator is not pleased with the submitted work, he may request rework of the task by the Recipient. All these interactions between the Originator and the Recipient at every stage are recorded by the system software and are visible to anyone who is in the upward, inline management of the organizational hierarchy. Inline managers can observe all the interactions of an employee on one or more matrix based projects and evaluate employee performance, providing accurate assessment. The visibility of every aspect of task interaction allows rapid modification of related tasks. The repository of all tasks from all employees provides first hand content for the performance appraisal, creates a task transaction repository for business process managers to mine for new efficiencies, archives indisputable evidence for a compliance audit, and provides a means to communicate information up inline management ranks.